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# **COORDINATED INTERAGENCY LOCAL SERVICE PLAN**

## **2015**

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### **COMMUNITIES OF MAVERICK AND VAL VERDE COUNTIES**

#### **I. PURPOSE AND SCOPE OF SERVICE PLAN:**

The purpose of this service plan is to describe the goals, objectives and tasks that must be achieved by the Office of Border Affairs in coordination with HHS agencies. Working together in a coordinated manner, HHS services will be more accessible to residents of the colonias in the Del Rio and Eagle Pass communities. The plan identifies specific responsibilities for HHS agencies and partners who are participating in this initiative and it also describes methods of evaluation and accountability.

This plan is a continuum phase of activities that HHS agencies have started to address accessibility of service delivery in the colonias of Edwards, Kinney, Maverick, Dimmit, Val Verde, and Zavala. This plan will reinforce all activities that were initiated in 2014 with some modifications. All activities were achieved with current and available resources. The Regional Border Specialist will monitor the plan continuously for any quality improvements needed and will make modifications to the plan as needed. Furthermore, the Coordinator will continue to look for opportunities to explore issues and needs of Dimmit, Edwards, Kinney, Maverick, Uvalde, Val Verde and Zavala county colonia residents to expand services of Del Rio, Eagle Pass, Quemado, Carrizo Springs, Crystal City, Brackettville, La Pryor, Rocksprings, Camp Wood/Barksdale and Uvalde providers without affecting their primary goal and operation.

#### **II. TIMELINE:**

This plan will cover a period of one year, from January 2, 2015, through December 31, 2015.

#### **III. SERVICE GOALS:**

1. Ensure that the residents of Del Rio and Eagle Pass colonias are fully informed on an ongoing basis of the services available from HHS agencies and their partners (IWC, TEA,) and how to access them.
2. Ensure that HHS and partner services are readily and easily accessible to Dimmit, Edwards, Kinney, Maverick, Real, Uvalde, Val Verde and Zavala County colonia residents.
3. Collaborate with community based, faith based organizations and health clinics to increase access to HHS and medical services.
4. Evaluate the impact and quality of HHS services for Del Rio and Eagle Pass colonia residents on an ongoing basis.
5. Ensure that HHS staff exhibit an attitude of good customer service and that they demonstrate cultural competence in all interactions with Del Rio, Eagle Pass and surrounding community colonia residents
6. Collaborate with public schools to improve graduation rates and encourage college attendance.

#### IV. OUTLINE OF SERVICE GOALS, ACTIVITIES, AND SPECIFIC TASKS:

##### SERVICE GOAL 1

Ensure that all residents of the initial counties Maverick and Val Verde county colonias are fully informed on an ongoing basis of the services available through HHS and partner agencies and how to access these services. In continuation of assisting other counties to include but not limit to Dimmit, Edwards, Kinney, La Salle, Real, Uvalde and Zavala Counties

###### Objective 1.1

Maintain efforts to educate Colonia Project volunteers, their staff promoters in the community of the full range of HHS agency services available to Maverick and Val Verde county colonia residents. Training will be scheduled on an as needed basis by HHSC OBA Colonias Program, community based organization, and/or HHS agency staff as changes occurs.

All HHS Agencies and Partners will provide training. Ongoing

###### Objective 1.2

Maintain and distribute through colonia centers and community based organizations written, bilingual information that describes the HHS and partner services available to them and how they gain access to these services.

HHS agencies and Volunteers will distribute Ongoing

###### Objective 1.3

Collaborate with other community partners in order to effectively use health fairs as a means of making the community aware of Del Rio, Eagle Pass, and other surrounding communities HHS services along with the services provided by these partners.

HHS agencies and Partners Ongoing

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##### SERVICE GOAL 2

Ensure that **HHS** services (listed below) are readily and easily accessible to Dimmit, Edwards, Kinney, La Salle, Maverick, Uvalde, Real, Val Verde and Zavala County & Colonia residents.

**DFPS:** Child Protective Services, Adult Protective Services

**DARS:** Divisions for: Blind Services, Rehabilitation Services, for the Deaf & Hard of Hearing, Early Childhood Intervention.

**DADS:** Division of Aging & Disability Services - AAA, and Long Term Services and Support.

**DSHS:** State Health Services, Services for Drug & Alcohol Abuse, Mental Health Services, OBH.

**HHSC OES–** Office of Eligibility Services

Del Rio and Eagle Pass Integrated Service Plan  
Texas Health and Human Services Commission  
HMG January 2015

**Partners:** TEA ( San Felipe Del Rio CISD, Eagle Pass ISD, Rocksprings ISD, Brackettville ISD, Carrizo Springs CISD, Crystal City ISD, La Pryor ISD, Leakey ISD, Nueces Canyon CISD), Val Verde County, City of Del Rio, Maverick County, City of Eagle Pass, City of Brackettville, Kinney county, Real County, Edwards County, DHS, TWC, BCFS HHS, Wesley Nurse Health Ministries, 911 Planning, AAA, 211,UMC, South Texas Rural Health, QUAD Council , South Texas Food Bank, San Antonio Food Bank, Maximus Tx Health Steps, Hill County MHMR, Camino Real MHMR,CSA, Texas Coop Agrilife Texas A& M extension, Cooperative Baptist Fellowship of Texas, University of Texas Health Science Center San Antonio, University of Texas in San Antonio, Consulado de Mexico ( Del Rio & Eagle Pass) , Maverick Nursing & Rehabilitation Center, South Texas Rural Health, Middle Rio Grande Development Council/211-911-AAA, Border Federal Credit Union, Ventanilla de Salud ( Del Rio & Eagle Pass), Winter Garden Border AHEC, Big Brothers & Sisters, BCFS, Val Verde Regional Medical Center, Val Verde Safe Kids, Nix Behavioral Hospital, Laurel Ridge, San Antonio Christian Medical & Dental Services, Val Verde Regional Medical Center, Ft. Duncan Regional Medical Center, Maverick County Hospital District, Our Health/Nuestro Centro de Salud, KINL/KEPS Eagle Pass, R-Communications, Mexican Consulates ( Ventanilla de Salud), Methodist Healthcare Ministries, DIF, Lions Club International, Amistad Medical Professionals, Carrizo Springs Chamber Of Commerce, City of Crystal City, CBP, Val Verde County Sheriff's Dept., City of Eagle Pass Police Dept., City of Rocksprings, Amerigroup, Amigo Children's Dental, Border Federal Credit Union, ESC Region 15- Migrant Education Specialist, J's Beauty & Barber Shop, LAFB, MCNA Dental, Edson Martinez, DDS, Molina Health Care of Texas, Congressman Pete Gallegos, Texas State Representative Poncho Nevarez, Southwest Area Regional Transit District, Southwest Texas Junior College, State Senator Carlos Uresti, Sul Ross State University-Rio Grande College, Superior Health Plan, Texas A&M International University Laredo, University of Texas Health Science Center/ San Antonio, UTSA, TDPS/Division of Emergency Management, Texas Department of Transportation Laredo District, Texas Rio Grande Legal Aid, United Medical Center, Uvalde Memorial Hospital, WIC programs, Community Health Improvement Coalition, Nuestro Salud-Our Health-Uvalde, Denta Quest, LMH Sonora, Texas, Maverick Nursing and Rehabilitation,

### **Objective 2.1**

Agencies will maintain regularly scheduled times, when feasible, to provide services at the targeted locations such as the Val Verde County Community Center ( Cienegas Center), Val Verde Park Estates Self Help Center both in Del Rio, and Loma Bonita, Pueblo Nuevo, Maverick County Community Center, and the Seco Mines Community Center in Eagle Pass area. In addition Rocksprings, Carrizo Springs, Crystal City, Brackettville, la Pryor, Quemado, Camp Wood will have some scheduled when feasible.

HHS agencies and Partners

Ongoing

### **Objective 2.2**

Maintain availability for means of transportation for residents to the community centers. Residents will be informed of available transportation services via Colonia Program or any other community based transportation services.

HHSC Regional Counties, VISTA Volunteers

Ongoing

### **Objective 2.3**

Del Rio and Eagle Pass Integrated Service Plan  
Texas Health and Human Services Commission  
HMG January 2015

Continue to provide accurate information and accessibility; Medicaid, CHIP, SNAP (food stamps), Woman's Perinatal CHIP program, Woman's Medicaid program, and TANF and assist residents whom have SNAP and TANF appointments , at the colonia centers or facility offices with the OES itinerate worker or Promotoras assisting those on completing applications via internet.

HHSC OBA, HHSC OES,

Ongoing

#### **Objective 2.4**

Continued expansion of service days to communities such as El Indio, Quemado, Comstock, Brackettville, Rocksprings, Uvalde, Carrizo Springs, Crystal City, La Pryor, Asherton, Big Wells, Batesville, Camp Wood/Barksdale and other communities as noted in the additional counties to be serviced utilizing shared space with community based organization, churches, or schools.

HHS agencies and Partners

Ongoing

#### **Objective 2.5**

Promote awareness of agency schedules at colonia centers.

HHS Agencies, Partners

Ongoing

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### **SERVICE GOAL 3**

Collaborate with community based, faith based organizations, Housing Authority's, and health clinics to bring access to HHS and medical services.

#### **Objective 3.1**

Identify and recruit non-governmental agencies that can provide and strengthen access to social services in the Eagle Pass, Del Rio and other communities indicated to have colonia centers or community centers

HHS agencies and partners

Ongoing

#### **Objective 3.2**

Agencies will maintain scheduled times to provide services at Val Verde County Community Center (Cienegas) Val Verde Park Estates, Chihuahua Center in Del Rio. Seco Mines Community Center, Loma Bonita Self Help Center in Eagle Pass, Pueblo Nuevo ( Nick Carr Center), Maverick County Community Center, Sunset Garden Community Center, and approach other faith based groups to help fulfill the promotora function.

HHS agencies

Ongoing

#### **Objective 3.3**

The collaborative will seek medical services for residents who lack insurance.

HHS agencies and partners

Ongoing

### **Objective 3.4**

Continue expansion of HHSC computers for learning in the Middle Rio Border Region to include Val Verde, Maverick, Kinney counties with other counties being reviewed as computers and locations are available.

HHSC /CFL

Ongoing

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## **SERVICE GOAL 4**

Evaluate the impact and quality of HHS services with Kinney, Maverick, Val Verde and other surrounding county colonia residents on an ongoing basis.

### **Objective 4.1**

Continue to conduct meetings with Maverick and Val Verde county colonia residents and stakeholders to evaluate customer satisfaction and the impact of services provided. Consult and seek input community leaders and volunteers about the quantity and quality of services provided to residents of colonias.

HHS agencies and Partners

Ongoing

4.2

Continue reporting to your respective state office liaison, on services provided in the colonias, TEA (school districts continue to provide quarterly reports to Regional HHSC Office of Border Affairs staff.

HHS agencies and Partners

Ongoing

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## **SERVICE GOAL 5**

Ensure that HHS staff exhibits an attitude of good customer service and that they demonstrate cultural competence in all interactions with Maverick, Val Verde, and other county colonia residents.

### **Objective 5.1**

Provide training to all HHS agency staff that work directly with colonias residents on customer service and cultural competency. Consider refresher annually.

HHSC will coordinate the training on an as needed basis

Ongoing

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## **SERVICE GOAL 6**

Collaborate with the San Felipe Del Rio Consolidated School District, and Eagle Pass Independent School District to improve graduation rates and encourage college attendance. To include other school districts that have be incorporated with the expansion events such as Regional HHSC Back to School Health fairs and other events. The collaboration will also include the continued support and expansion of HHSC-OBA Regional Back to School Health and Social Fairs in the respective counties (9).

### **Objective 6.1**

Develop programs to support colonia, border community children.

School Districts and partners

Ongoing

### **Objective 6.2**

Use successful residents or prominent role models to inspire or act as mentors.

Both School Districts and partners

Ongoing

### **Objective 6.3**

Encourage college attendance. (Collaborating with Higher institutions of learning such as Southwest Texas Jr. College, Sul Ross/Rio Grande College)

Both School Districts and partners

Ongoing

### **Objective 6.5**

Collaborate with agencies to work toward certifying promotoras for the area, i.e. ALAS, QUAD counties.

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